



NCEL Lottery Table Top Exercise

The Zombie Pandemic



Zombie Pandemic

Why did we do a pandemic for a table top exercise?

- Conducted in 2012; very close to Pandemic discussions a year or two prior
 - Is it still important? Yes
- Wanted a non-traditional way to present a table top exercise
- Wanted a exercise for the organization; I was new to the position
- Considered staff that included Sales and Investigators who travel the state and interact with population on a daily basis (Core business group)
- Provide the organization an opportunity to evaluate current response concepts, plans, and capabilities for responding to an impact to personnel
- Included concepts from the CDC and NIST 800-84, Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities



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Where did the idea come from?

- First, Fan of Zombies (The Walking Dead – Big Fan!)
- Secondly, CDC
 - Included a new graphic novel, "Preparedness 101: Zombie Pandemic" that demonstrated the importance of being prepared
 - Readers follow Todd, Julie, and their dog Max as a strange new disease begins spreading, turning ordinary people into zombies... I won't ruin the plot
 - All-Hazards Emergency Kit

LINK: https://www.cdc.gov/phpr/documents/zombie_gn_final.pdf



PREPAREDNESS 101:

ZOMBIE PANDEMIC



U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention

Zombie Pandemic

Where did we focus our attention on for the exercise?

- Lottery
 - 250 personnel dispersed across the state (~ 65% in Raleigh)
 - 6 Regional Offices with 6700 retailers throughout the state (now close to 6800)
 - Large “field” operations group
- Executive Level
 - Executive Director (Think CEO/Agency Head/CIO)
 - Deputy Executive Directors (Think VP/other C level/Deputy CIO)
 - Select Directors (Think Business Owners/Program Managers)
- Focused on reduced work staff, remote workers, and social distancing
- Focused on affecting communications with employees, retailers and players
- Focused mainly on people and processes, not IT
- **CONSIDERATION:** Could IT be more susceptible to cyber-attacks
- **CONSIDERATION:** How deep is the IT support bench; When can you no longer continue operations (think devolution planning)



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What was the scope?

- What is the role of the organization's leadership in response to potential consequences of an outbreak
- What are our processes and decision making plans for addressing business disrupting events (assumptions can kill a plan)
- Emphasis was on coordination, integration of capabilities, problem identification, and problem resolution
- Could we facilitate a social distance model with some of the business units
 - Customer Service
 - Finance
- **CONSIDERATION:** Can you incorporate more elements into the exercise; When is enough, enough



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Why should you do an exercise like this?

- Reduction in work force may be overlooked
 - Influenza
 - Reserve/National Guard work force (includes LEO and Emergency Services)
- A table top exercise doesn't need to be boring
- Sometimes you need to focus at the top before changes can happen in the “trenches”
- BCP doesn't just mean DR...
- Even though this was not focused on IT, could this affect IT systems (e.g., support staff incapacitated or unavailable)
- **CONSIDERATION:** Does your Incident Management (Response) Plan address staff incapacitation



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Questions?

- Any questions?
- Contact Information –
Joseph Cosgriff
joseph.cosgriff@lotterync.net
Information Security Manager
North Carolina Education Lottery (NCEL)
919.301.3557

2100 Yonkers Road (pending new location)
Raleigh, NC 27604

